

Percent of METCO Loans Past Due 90 Days Economic Development

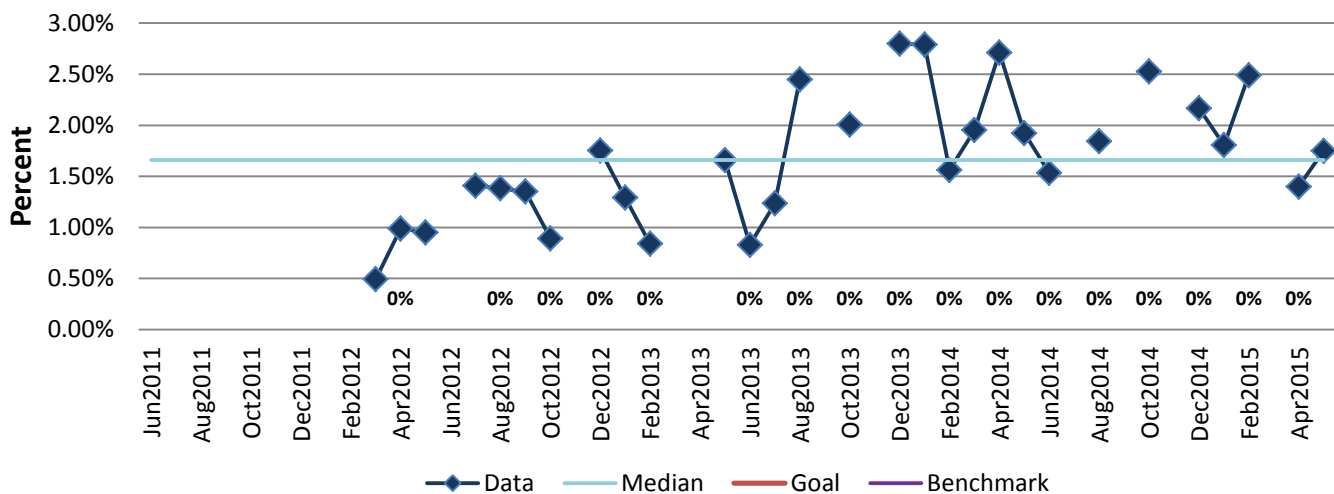


KPI Owner: Kurt Hummel

Process: Job Creation - Loan Repayment Rate

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD Goal: TBD Benchmark: TBD		Data Source: Salesforce Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Number of loans past due 90 days divided by the number of total loans Why Measure: To track loans that are delinquent by 90 days Next Improvement Step: Identify a baseline and a target		
How Are We Doing?					
Jun2014-May2015 12 Month Goal	Jun2014-May2015 12 Month Actual		May2015 Goal	May2015 Actual	
TBD	1.94%		TBD	1.75%	
Percent	Percent		Percent	Percent	

Percent of METCO Loans Past Due 90 Days



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.